



The Global Leader in Third-Party Microsoft Enterprise Support

The Microsoft® Unified Support Replacement

Faster. Cheaper. It's All We Do.

Save 30%-50% on a true, comparable replacement for Microsoft Unified Support. We support the entire Microsoft stack 24/7/365, responding faster and resolving tickets quicker for clients all around the world.



Faster Microsoft Support For Less

US Cloud is the #1 Microsoft Unified Support alternative, saving Clients 30%–50%

US Cloud’s Microsoft Enterprise Support can replace your Unified contract, drastically reducing Microsoft operating costs. In 2023, 94% of our clients reported saving 1/3 or more when switching from Microsoft Unified Support to US Cloud.

US Cloud is the only “pure play” Microsoft enterprise support specialist in the marketplace. Delivering affordable, high-quality Microsoft support is all we do.

US Cloud Microsoft Enterprise Support Proven Results

\$937M

IN CLIENT SAVINGS

\$937 Million in US Cloud client savings generated vs. Microsoft Unified

73

MAJOR BRANDS SERVED

73 Fortune 500 and Global 2000 enterprise clients served by US Cloud

6.4M

USERS SUPPORTED

6.4 Million users supported in finance, healthcare, insurance, tech, gov, and more

42

COUNTRIES

42 countries with enterprises supported 24/7/365 by US Cloud



24/7 Global Support

24/7 Support for all MSFT products. No-risk trials.



100% Domestic US Teams

Support Sovereignty; No data leaves the US. No offshoring.



Managed Escalations

Managed ticket escalations to Microsoft when needed.



Faster Response Time

3.9 min average initial response time in 2023. Faster Time-To-Resolution vs. Microsoft Unified.



Faster Resolution

81% of tickets were resolved in-house in 2023. Average ticket satisfaction score 4.2 /5.



Gartner Recognized

US Cloud is the only MSFT Unified Support replacement recognized by Gartner’s Market Guide 2020-2023

Support Services Comparison

	US CLOUD	Microsoft	CSP/MSP/VAR
All MSFT Technologies Fully Supported	All	All	Limited to specialties
Response Times	15 min or less initial response, all tickets, all severities Global 24/7/365 Financially-backed SLAs Published Performance Data	4 hr "target" standard 30 min "target" catastrophic No SLAs 15 min critical Azure (add-on \$\$\$)	Varies After-hours only L1 staff OR on-call L2-3 support
Sr. Problem Resolution Support Engineers / Break-Fix 24/7	Level 2-3 (24/7) Level 4 (24/7 critical) All US Teams, USA-based	Level 2-3 (24/7) Level 4 (24/7 critical) Significant 3rd-party, offshore	Level 1 (24/7) Level 2-3 Project-focused (on-call) Significant 3rd-party, offshore
Account Service Team	TAM (Technical Account Manager.) Critical Situation Manager Dedicated Account Teams YES	CSAM (Customer Service Manager) Critical Situation Manager	CSAM (Customer Service Manager) Sales
Ticket Escalation to Microsoft	MSFT Premier Support for Partners Contractual SLA - Assures rapid escalation	Clients are experiencing slowing response and resolution times Goals consistently missed	YES / Varies MSFT Advanced or Premier Premier Support escalations often limited
Tickets Resolved In-House	81% resolved by US Cloud 2023 19% escalated to MSFT	Significant outsourcing to offshore 3rd-parties	Varies Significant number of escalations to MSFT common
Time to Resolution	< 2 hrs avg time to resolve, Sev A Public TTR performance data published daily on homepage Client avg TTR available in portal	Massive delays in Unified Lower severity tickets often take weeks vs days	Varies Large % escalated to MSFT Sr. staff do not work nights and weekends
Proactive Services	Engineer-led proactive DSE (Designated Support Engineers) available	Online DIY resources Engineer-led proactive (add-on \$\$\$) DSE's available	Engineer-led proactive Project-focused
Gartner Recognized for Unified Support Replacement	Yes	N/A	No

Support You Can Trust

Think it's risky to trust a 3rd-party with your critical Microsoft support?

Think again.

Independent 3rd-party software support is a time-proven model.

From Fortune 500's and large health systems, to major financial institutions and Federal agencies -- US Cloud ensures that vital Microsoft systems are working for over 6 million users globally. Every day.

But we know trust is earned.

Which is why we are now posting LIVE unfiltered performance data (2023 averages), right to our homepage, www.uscloud.com.

Initial Ticket Response:

3.9 min.

Time to Resolution (High Sev):

3.1 hrs.

Tickets Escalated to MSFT:

19.7 percent

MSFT Technologies Fixed:

59 products

Our Engineers' MSFT Exp:

14.9 years avg.

Big Brands Trust US Cloud

We serve 75+ Fortune 500 and Global 2000 Clients. Rest assured, we can support your business too.



CATERPILLAR

DELTA



UHS

24 FITNESS

LafargeHolcim

Lincoln Financial Group

AutoZone



KeyBank

HONDA

NIH
National Institutes of Health

Celestica

BlueCross BlueShield

